

Re Claims

Reinsurance Claims Management For Claims Professionals by Claims Professionals

September 28-29, 2006, New York City, New York

Reinsurance Association of America (RAA)

Reinsurance Claims Management For Claims Professionals By Claims Professionals

Date: September 28-29, 2006

Location: The New York Helmsley Hotel, New York, NY.

Program: This two-day program offers attendees an in-depth analysis of the property and casualty reinsurance claims process for both treaty and facultative claims. Participants are guided through all aspects of the claims process including:

- Claims Professional's view of reinsurance
- Contract analysis
- Claims approval process
- Information flow
- Case management
- Claims review process

A significant portion of the course analyzes pertinent contract clauses, emphasizing the important impact of different contract language on the coverage determination of a claim presented. Case studies will be utilized to enhance the learning process. The sessions are facilitated by seasoned claims professionals to assure a comprehensive hands-on learning experience.

The program provides information that will increase the effectiveness of the cedant, broker and reinsurer relationship as well as assist claims professionals to perform more effectively.

Audience: This program is geared toward junior to mid-level claims, account processing, production underwriting and professionals from reinsurers, brokers and ceding companies.

The Reinsurance Association of America (RAA) has more than 35 years of experience bringing expertise and resources together for successful educational conferences.

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AGENDA

Reinsurance Claims Management For Claims Professionals By Claims Professionals

Thursday, September 28, 2006

7:30 a.m. **Registration and Continental Breakfast**

8:30 a.m. **Welcome and Introduction**

8:45 a.m. **A Claims Professional's View of Reinsurance**

Patrick J. Queally, Senior Vice President, Guy Carpenter & Co.

An introduction and overview of property and casualty reinsurance as viewed by claims professionals. An emphasis will be made on guidelines for reporting and the relationships of the claims department to other departments within the company structure. Items for discussion include:

- Forms & Types
- Domestic Market
- Marketing Reinsurance
- Security

9:30 a.m. **Is the Loss Covered? Parts I & II**

David J. Hughes, Senior VP & Manager - Claims Division, XL Re
Carol Ann O'Dea, Senior Vice President, Claims Manager, Partner Re
William B. Poppleton, Vice President, Aon Re

Cedents, brokers and reinsurers can effectively work together to avoid unnecessary disputes. This in-depth discussion will heighten the awareness and importance of differing contract language with emphasis on evaluation of contract clauses and their impact on claims presented. It will encourage the review of the entire contract before raising an issue. Clauses include:

- Business Covered
- Exclusions
- Definitions
- Territory
- Warranties
- Limit and Retention
- Notice of Loss & Loss Settlements
- Special Acceptance
- Net Retained Lines
- Ultimate Net Loss
- Loss Adjustment Expense
- ECO/XPL
- Follow the Settlements
- Offset Clause
- Commutation Clause
- Confidentiality
- Access to Records
- Sunrise & Sunset
- Reinstatements
- Reports & Remittances

11:45 a.m. **Lunch**

12:45 p.m. **Big Apple Re Case Study**

Case study to apply specific contract clauses discussed in "Is The Loss Covered?"

Participants will break into small groups to analyze the claim facts as presented in the case study introduction. Application of contract clauses will be addressed in the case study. The breakout groups will be facilitated in order to maximize the benefits in this analytical and learning process.

2:45 p.m. **Claims Approval Process: Initial Review, Information Flow, and Case Management**

Frederick J. Gindraux, Senior Manager, Claims, Swiss Re America
Gregory A. Speed, Vice President, Claims, American Re-Insurance Co.

Emphasis on the vital role of reinsurance claims processing as a control function. The receipt, initial review and handling of claims by the reinsurer is one of the most critical and important aspects of maintaining the integrity of the potential coverage provided under the reinsurance contract. Points for good file management will be discussed with participants. Comprehensive and consistent ongoing case management is essential for the appropriate monitoring of reinsurance claim activity and the financial impact to your company. Discussion will include the essential elements for monitoring Excess of Loss and Pro-Rata Bordereaux claims. Included for discussion:

- Mail Receipt
- Triage
- Applicable Contract
- Issue Recognition/Identification
- Assessment
- Response
- File Documentation
- Coverage Analysis
- Reserves - Reported and Additional Case Reserves
- Annual Aggregate Deductibles
- Cash Calls
- File Maintenance

4:30 p.m. **Hot Topics/Current Issues Breakout Sessions**

Lloyd A. Gura, Partner, Mound Cotton Wollan & Greengrass
Michele L. Jacobson, Partner, Stroock Stroock & Lavan
Barry Leigh Weissman, Partner, Sonnenschein Nath & Rosenthal

5:30 p.m. **Evening Reception**

Friday, September 29, 2006

7:30 a.m. **Continental Breakfast**

8:30 a.m. **Identifying and Handling Potential Reinsurance Coverage Disputes**

Anthony J. Mormino, Vice President & Asst. General Counsel, GE Insurance Solutions

An overview of the most frequent issues in reinsurance coverage disputes will be presented. Topics for discussion include:

- Late Notice
- Exclusion in Reinsurance Contract
- Exclusion in Reinsured Policy
- Non-Concurrent Facultative Certificates
- Aggregation/Number of Occurrences
- Allocation Issues

10:00 a.m. **Is the Loss Covered? Parts III & IV**

12:15 p.m. **Lunch**

1:15 p.m. **ABC Insurance Case Study**

Case study to apply specific contract clauses discussed in "Is The Loss Covered?"

Participants will break into small groups to analyze the claim facts as presented in the case study introduction. Application of contract clauses will be addressed in the case study. The breakout groups will be facilitated in order to maximize the benefits in this analytical and learning process.

3:00 p.m. **Claim Review Protocol**

Kevin J. Shea, Senior VP & Director of Claims, Signet Star Re

The claim audit provides an effective means for evaluating the claims management of a ceding company, for providing client service and is a marketing tool reflecting the commitment of a reinsurer to the cedent. The results are intended to communicate specific information to underwriting and the actuary in evaluating contract participation. This session will address:

- Claim Audit Protocol
- Approval Process and Selection Criteria
- Review Preparation
- Conducting the Review: Management and Claim File Review
- Claim Review Report - all pertinent components of the review addressed
- Impact of findings for the underwriting and pricing process

4:15 p.m. **Adjourn**

Re Claims Learning Objectives:

- **Understand** the effects of contract language interpretation on the claim acceptance and evaluation process.
- **Learn** the critical importance of the initial review and handling of claims in maintaining the integrity of the potential coverage provided.
- **Examine** the entire contract and see how clauses may interrelate.
- **Gain** essential and consistent case management techniques to appropriately monitor claim activity and the financial impact to your firm.
- **Evaluate** the claims management of a ceding company while providing a client service.
- **Utilize** the audit process to provide specific quality information to underwriting and the actuary in evaluating contract participation.
- **Impact** the results of your company with claims driven knowledge of pertinent points in contract evaluation, claims approval, information flow, case management and claim review protocol.

CONTINUING EDUCATION

COURSE LEVEL: INTERMEDIATE/ADVANCED

PREREQUISITES OR ADVANCED TRAINING REQUIRED: NONE

INSTRUCTIONAL METHOD: GROUP- LIVE OFFERING

RECOMMENDED CPE CREDIT TO BE AWARDED: 15.5



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For more information regarding administrative policies such as complaint and refund, please contact our offices at 202-638-3690.

REGISTRATION FORM

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Reinsurance Claims Management for Claims Professionals by Claims Professionals New York City, NY, September 28-29, 2006

Mr./Ms. (Name) _____
Nickname for Badge _____
Title _____
Organization _____
Street _____
City _____ State _____ Zip _____
E-mail _____ Country _____
Phone _____ Fax _____

After attending, I wish to receive continuing education credits for:
[] CLE [] CPE [] CPD in the state of _____.

Enclosed is payment for:

_____ **\$900** Early bird registration discount by August 4, 2006
_____ **\$950** Registration
_____ **\$850** RAA Association Partners
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Credit card number: _____
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* Payment must accompany registration form and be in US dollars only.

Mail form to Reinsurance Association of America; or fax to (202) 638-0936 or **register online at www.reinsurance.org**. **Online registrants will receive a \$50 discount on all registrations.** For more information email meetings@reinsurance.org or call (800) 259-0199.

Cancellation Policy: All seminar cancellations must be in writing to RAA, 1301 Pennsylvania Avenue, NW, Suite 900, Washington, DC, 20004-1701; mail or fax to (202) 638-0936. Upon receipt of your written cancellation, refunds will be issued accordingly. Through September 14, 2006: Full refund. After September 14, 2006: No refund. Substitutes are welcome.

Registration

The registration fee includes program materials, continental breakfasts, breaks, lunches each day, and reception on Thursday.

Action: Register online at www.reinsurance.org – click on **Reinsurance Education**; or complete registration form and send with payment to Reinsurance Association of America, 1301 Pennsylvania Avenue, NW, Suite 900, Washington, DC, 20004 -1701, fax to (202) 638-0936, or e-mail <meetings@reinsurance.org>.

You must be pre-registered. There will be no on-site registration.

Lodging: Helmsley New York is offering attendees a special discount rate of \$215 single/double. The hotel is located at 212 East 42nd St., New York, NY, 10017; phone reservations at 212/490-8900 or 800/221-4982, fax 212/986-4792. Contact the hotel directly to make your room reservations; mention Reinsurance Association of America. The deadline for room reservations at this rate is August 31, 2006.

The conference is for educational purposes and will be held in strict compliance with the RAA's anti-trust policy.

\$50 DISCOUNT WITH ONLINE REGISTRATION AT WWW.REINSURANCE.ORG

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Re Claims

"Great seminar. I would recommend all claims personnel to attend. There is something for everyone."

Amelia Graham-Gayle, General Re